Inside Metro (Intranet) Requests
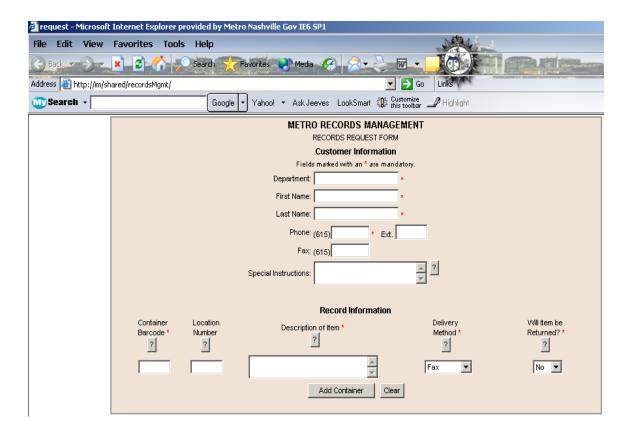
Locating the Request Form

1. On the Inside Metro site, choose the link "Records Request Form" listed under Forms (the direct link is **http://im/shared/recordsMgmt/**).

*Note: If you have never been to Metro's intranet site, open your Internet Explorer browser and enter only **http://im** in the address bar.*

2. The "Inside Metro" intranet page should appear.

Note: All fields marked with a red * must be completed before submitting the information entered on the form.

3. Under the FORMS list, click Records Request Form. The following form will open.

Completing the Request Form

1. In the Customer Information section, complete at least your department name, your first and last name, and your telephone number. (The fax number will be necessary if you choose to have the results of your request faxed.)

2. In the Records Information section, complete all fields with the red *.

3. Enter the complete six-digit barcode number under "Barcode."

4. If possible, enter in the complete location number under "Location."

5. Under Item Description, enter all relevant details so that we are able to identify exactly what you are requesting. For example, if you are looking for:

    - a case file, then include both the case number *and* the style of the case (C3714-Jones vs. Smith)

    - an employee file, then include the name *and* social security number.

6. There are several choices for Delivery Method—click the down-arrow next to that field to see and select your choice.

Please consider the following in making your delivery choice:
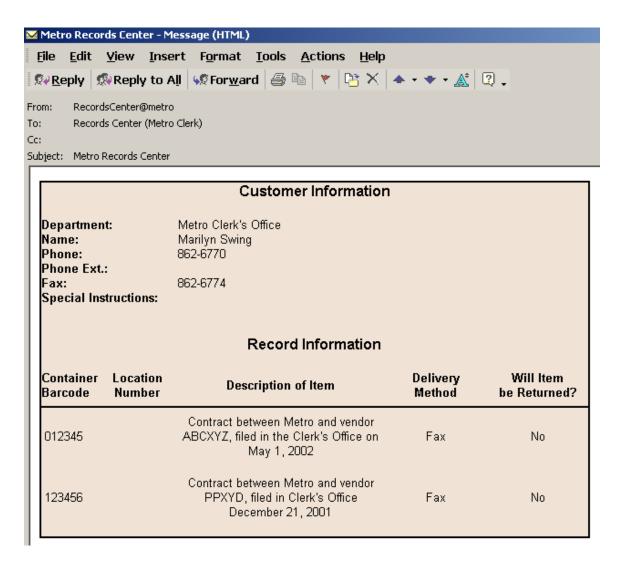
    - The Metro Records Center receives one daily pickup by Metro Mail about 10:00 a.m.

    - Full boxes and certain large files are not suitable for transfer through Metro Mail.

    - Files or boxes that are being picked up have highest priority for retrieval.

7. Select Yes or No in the final field, depending on whether or not the file or box will be returned to the Metro Records Center for continued storage.

8. When you have finished entering the information for your first (or only) item to request, click the Add Container button at the bottom of the form (you may need to scroll down to see this button).

9. The result of clicking the Add Container button will look much like the following. Note that additional lines have been added to the bottom of the form, summarizing the request(s).

METRO RECORDS MANAGEMENT
RECORDS REQUEST FORM
Customer Information
Fields marked with an * are mandatory.

Department: Metro Clerk's Office *
First Name: Marilyn *
Last Name: Swing *
Phone: (615) 862-6770 * Ext.
Fax: (615) 862-6774
Special Instructions:

Record Information

Container Barcode *	Location Number	Description of Item *	Delivery Method *	Will Item be Returned? *
			Fax	No

Add Container   Clear

Total Containers Requested

		Container Barcode	Location Number	Description of Item	Delivery Method	Will Item be Returned?
Edit	Delete	012345		Contract between Metro and vendor ABCXYZ, filed in the Clerk's Office on May 1, 2002	Fax	No
Edit	Delete	123456		Contract between Metro and vendor PPXYD, filed in Clerk's Office December 21, 2001	Fax	No

Submit Request to Metro Records Center

10. If you need to make changes to any of the request information click Edit next to that item. You may make the necessary changes and add the container again.

11. If you want to delete any of the request information, click Delete next to that item and the item will be removed from your request.

12. If a copy is needed, print one before submitting the request to the Metro Records Center. To print a copy, go to the menu on the upper left of your window and choose File > Print, and then click the print button.

Submitting the Request Form

1. When you are sure your request is complete, click the Submit Request to Metro Records Center button.

2. The Record Center will receive your request via an email that looks like the following.

Customer Information

Department: Metro Clerk's Office
Name: Marilyn Swing
Phone: 862-6770
Phone Ext.:
Fax: 862-6774
Special Instructions:

Record Information

Container Barcode	Location Number	Description of Item	Delivery Method	Will Item be Returned?
012345		Contract between Metro and vendor ABCXYZ, filed in the Clerk's Office on May 1, 2002	Fax	No
123456		Contract between Metro and vendor PPXYD, filed in Clerk's Office December 21, 2001	Fax	No

3. When the Metro Records Center receives this email, your request is placed in the queue to be processed.

Making a Shortcut to the Request Form

For frequent use, you may want to make a shortcut icon and place it on your desktop.

1. Open the Records Request Form.

2. Go to the menu on the upper left of your screen and choose File > Send > Shortcut to Desktop.

3. Look on your PC's desktop screen for this icon: